

Position: Inspector
Location: Home Based Position; Toronto, York, Barrie, Peterborough and Belleville area
Status: Full-time
Salary: Commensurate with level of experience, target annual base salary around \$95,000

The Retirement Homes Regulatory Authority (RHRA) has the mandate to license and inspect Ontario's more than 780 retirement homes where over 70,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.

The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.

The RHRA offers a great working environment, learning and development opportunities, work-life balance, and a competitive compensation and benefits package.

Do you have an inquisitive nature, grit, sound judgment and a strong work ethic? This could be the opportunity for you.

The RHRA is seeking candidates for the **full-time** role of **Inspector**, ideal candidates will be located in the **Toronto, York, Barrie, Peterborough and Belleville** area.

The **Inspector** will be responsible for inspecting, evaluating, educating, liaising and advising on matters relating to the *Retirement Homes Act, 2010* ("the Act") and its regulations. These include the care and safety standards for retirement homes, the rights of residents, and policies and facilities for the operation of retirement homes.

The successful candidate will work from their home office to:

- Conduct inspections of retirement homes, including gathering, evaluating, and documenting evidence for the purpose of licensing and complaints processes, as well as routine, and responsive inspections, in accordance with the provisions of the Act, its regulations, and RHRA procedures;
- Liaise with relevant internal teams (e.g., Complaints) regarding inspection cases and support the Registrar's decision-making process by making recommendations on actions and timeframes for achieving compliance;
- Keep the RHRA informed about high-risk issues arising from inspections and, as necessary, consult with the RHRA and/or other designated authorities;
- Educate retirement home operators and staff on legislative compliance requirements by providing general information or making reference to appropriate resources;

- Prepare detailed inspection synopses, including an analysis of evidence, potential root causes of non-compliance, and reasoning for inspection findings in accordance with RHRA procedures and standards;
- Prepare public-facing inspection reports and provide testimony to support evidence as tribunal witness and for other legal proceedings as needed;
- Develop draft correspondence and reports to licensee/operators and the public; and
- Identify opportunities for the development of supports, tools, policies and programs, regarding compliance and enforcement processes.

Minimum Qualifications:

- 5 years' relevant, progressive and varied inspection and/or evaluative experience in law enforcement or regulatory, nursing, financial, or retirement home environments.
- Bachelor's degree in a relevant discipline (nursing, finance, law, health science, health or community care; advanced geriatric education, or other applicable discipline is preferred) or a combination of equivalent education and experience.
- Regulatory, inspections and/or investigations experience would be considered a valuable asset.
- Minimum driver's license class G or equivalent as recognized by the Province of Ontario (must own reliable motor vehicle).
- Knowledge and experience working with vulnerable populations including the elderly, is highly desired.
- Bilingualism, French and English, written and spoken, is an asset.

Required Competencies:

- Advanced oral and written communication skills to effectively, assertively and diplomatically communicate with all stakeholders.
- Well-developed analytical skills, a curious nature and the ability to be both resourceful and attentive to details.
- Understanding of the rules of evidence and proper evidence collection techniques.
- Ability to effectively interpret and apply legislation.
- Excellent negotiation, problem solving and conflict resolution skills.
- Exceptional ability to perform in a high volume, politically sensitive, fluid environment with minimum supervision and to exercise initiative and sound independent judgment.
- Ability to work effectively with a team.
- Ability to maintain objectivity and confidentiality during inspections.
- Ability to lead/manage an inspection, with demonstrated success conducting interviews.
- Computer proficiency utilizing Microsoft Office productivity tools, including Word, Outlook and Internet search capabilities.

Other Requirements: Satisfactory professional, criminal and vulnerable sector reference checks. Please note that applicants who receive any conditional offer of employment from RHRA may be required to provide proof that they are double vaccinated with a COVID-19 vaccine approved by Health Canada as a condition of employment and to maintain their status as fully vaccinated as a condition of continued employment. RHRA will consider individual requests for accommodation by applicants who cannot be fully vaccinated due to grounds protected under the Human Rights Code.

Working Conditions: This position requires willingness to travel extensively and on short notice in the assigned region and may require travel to other parts of Ontario. Occasional irregular work hours during weekends and public holidays may also be required. Moderate physical activity will be required during inspections, primarily walking throughout retirement homes. This is a home-based position. Required office equipment (laptop, headset, monitor, printer, cell phone) will be provided.

*Interested candidates may submit **their cover letter and resume to careers@rhra.ca** by **December 5, 2025.***

RHRA has a diverse workforce and is an equal opportunity employer. We welcome and encourage applications from people with disabilities and accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants; however, only those under consideration will be contacted.